

Case Study – 4

(30 points)

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Submission: Save this Word document with your answers as a PDF file and upload the PDF file to Canvas.

(15 pts) Your team has won the EVCSS Project, but there are still details your team needs to know. Prepare a Requirements Elicitation interview for the client (Section 4.4, p 116-118, steps 1-3), there should be at least 5 questions of each type identified in step 3. The goal of the interview is to gain more insight into the project before diving into design.

- Open-ended questions:
 - Who or what will train apartment staff on this software?
 - What software tools are apartment staff likely to be proficient in?
 - What specific features would you like to see in the software suite to make it more effective?
 - What is the closest competition to this system currently on the market, and what aspects do you like or dislike about it?
 - What is your biggest concern regarding the system?
- Close-ended questions:
 - What conventional rental billing data is specifically wanted to be accessible, and if accessible, manipulatable by the EVCSS dashboard?
 - Is on-demand charging planned to be allowed, at the apartment management discretion, for non-tenants?
 - Is the design for the charging stations finalized?
 - In the case of an outage, are there specific elements you believe must remain functional?
 - Should the tenant application be accessible by any web browser, inside an app, or both?
- Range-of-response questions:
 - How flexible and complex do you envision the custom billing options to be capable of?
 - Do you anticipate feature updates to be annual, semi-annual, quarterly, or monthly?
 - In how many months are you assuming the system will be ready for deployment by?
 - On a scale of 1-10, how detrimental do you find the idea of the system having an outage?
 - Do you think there is low or high probability of expansion to apartment complexes with parking arrangements different than a single parking garage?

(15 pts) Now that you've collected some requirements information. Start writing and organizing your requirements for the EVCSS Project into Epics & User stories. Create 3 Epics with 5 User Stories in each Epic. A simple textual outline of the Epics and User Stories is as all we need to get started. However, make sure you write your user stories in the "standard" format:

As a <name of the user role>, I want to <the user's goal in the user role> so that <a justification for the goal.>

- As a tenant, I want to use a mobile app to quickly and effortlessly manage everything to do with my electric vehicle charging so that it is as convenient as possible
 - As a tenant, I want to be configure charging station billing from a mobile app so that I can be more energy efficient
 - As a tenant, I want to report service issues for my assigned charger from a mobile app so that I do not get stuck with a drained battery
 - As a tenant, I want to view my projected bill for the month from a mobile app so I can ration my budget accordingly
 - As a tenant, I want to request charging stations from a mobile app so I can charge my car with minimal social interaction
 - As a tenant, I want to view a map of the available charging stations from a mobile app so I may know which ones I would prefer
- As an apartment management employee, I want to easily manage charging stations so that our apartment optimizes both tenant satisfaction, our own finances, and environmental quality.
 - As an apartment employee, I want to display info and status of charging stations from a management dashboard so that I can monitor the stations effectively and quickly
 - As an apartment employee, I want to lock charging stations for non-payment so that people do not steal electricity from us or pollute the air with emissions without paying
 - As an apartment employee, I want to maintain a waitlist from a management dashboard so that charging stations are allocated fairly and effectively
 - As an apartment employee, I want to set a limit on maximum stations per unit so that stations are allocated to those who truly need it and not just paying for the luxury to not share with a family member.
 - As an apartment employee, I want to define billing policies per stations and unit so that I can be flexible when it comes to potential management strategies
- As a employee for Chargers-R-Us, I want a system that serves the needs of our business plans
 - As a business strategist for Chargers-R-Us, I want to have a scalable system so that we can grow our business without constraints
 - As an employee for Chargers-R-Us, I would like the system to be developed in such a way that adding new, unthought of features can be implemented as trivially as possible without introducing complications
 - As an employee for Chargers-R-Us, I would like deployment strategies for the system
 - As an employee for Chargers-R-Us, I would like to participate in all aspects of the design and implementation process of the system so that we can understand what our customers are looking for and how to best server them
 - As an employee for Chargers-R-Us, I would like each charging station to have an embedded operating system for updates and maintenance to increase user satisfaction and decrease any harm we may be liable for in case of severe issues

